

Linnea (Lin) M. Fox
Associate Director
Federal Regulatory

SBC Telecommunications, Inc.
1401 I Street, N.W., Suite 1100
Washington, D.C. 20005
Phone 202 326-8842
Fax 202 408-4809
Email: lf1769@corp.sbc.com



DOCKET FILE COPY ORIGINAL

RECEIVED

August 21, 2000

AUG 21 2000

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Ms. Magalie Roman Salas
Secretary
Federal Communications Commission
445 Twelfth Street
Room TW-A325
Washington, D.C.

Re: CC Docket No. 88-2, Phase I; Installation and Maintenance Non-Discrimination Reports

Dear Ms. Salas:

Pursuant to the Bell Operating Company (BOC) Open Network Architecture (ONA) Amendment Order¹, and BOC ONA Reconsideration Order² in CC Docket No. 88-2, Phase I, attached are an original and two (2) copies of the installation and maintenance non-discrimination reports for Pacific Bell and Nevada Bell first calendar quarter of 2000.

Should you have any questions regarding this data, please call me at (202) 326-8842.

Respectfully submitted,

A handwritten signature in cursive script, appearing to read "Linnea Fox".

Attachments

¹ In the Matter of Filing and review of Open Network Architecture Plans, Memorandum Opinion and Order, 5 FCC Rcd 3103 (1990).

² In the Matter of Filing and Review of Open Network Architecture Plans, Memorandum Opinion and Order on Reconsideration, 5 FCC Rcd 3084 (1990).

No. of Copies rec'd 042
List A B C D E

PACIFIC BELL ALL CUSTOMER (Less Pacific Bell Enhanced Services)
FCC CEI / ONA QUARTERLY REPORT Provisioning / Installation Activity
Report Period: April - June 2000

Service	Orders	MA	Interval
Business Line	339461	3.0%	3.0
PBX	17141	3.6%	7.9
CENTREX	79625	1.9%	3.7
WATS	10118	7.8%	4.1
Mobile	Nothing to Report		
Feature Group A	5	0.0%	3.2
Foreign Exchange	Nothing to Report		
Feature Group B	26	0.0%	20.1
Feature Group D	2931	0.0%	21.5
DID	Nothing to Report		
Packet DDD Access Line	Nothing to Report		
Packet Synchronous Access Line	Nothing to Report		
Packet Asynchronous Access Line	Nothing to Report		
Protection Alarm	374	0.0%	15.8
Protection Relaying	Nothing to Report		
Control Circuit	53	0.0%	4.6
Telegraph Grade 75 Baud	Nothing to Report		
Telegraph Grade 150 Baud	Nothing to Report		
Voice Non-Switched Line	Nothing to Report		
Voice Switched Line	344	0.0%	8.3
Voice Switched Trunk	196	0.0%	8.7
Voice and Tone - Radio Land Line	61	0.0%	6.4
Data Low Speed	97	0.0%	5.8
Basic Data and Voice	1135	0.0%	9.8
Voice and Data - PSN Access Tie Trunk	136	0.0%	8.0
Voice and Data - SSN Access	3	0.0%	6.0
Voice and Data - SSN - Intermachine Trunk	4	0.0%	12.0
Data Extension-Voice Grade Data	8	0.0%	7.6
Protection Relay Voice Grade	Nothing to Report		
Telephoto and Facsimile	Nothing to Report		
Program Audio 200-3500 HZ	3	0.0%	16.0
Program Audio 100-5000 HZ	12	0.0%	7.8
Program Audio 50-8000 HZ	23	0.0%	10.2
Program Audio 50-15000 HZ	40	0.0%	9.6
TV Channel-One Way 15kHz Audio	257	0.0%	13.5
TV Channel-One Way 5kHz Audio	Nothing to Report		
Digital Voice Circuit	Nothing to Report		
Digital Data-2.4kb/s	7	0.0%	8.1
Digital Data-4.8kb/s	11	0.0%	6.8
Digital Data-9.6kb/s	431	0.0%	7.0
Digital Data-56kb/s	6266	0.0%	11.2
1.544 MBPS BSA	31725	0.0%	11.3
Dedicated Digital 3.152 MBPS	Nothing to Report		
Dedicated Digital 6.312 MBPS	Nothing to Report		
Dedicated Digital 44.736 MBPS	1449	0.0%	23.9
Dedicated Digital 456 MBPS or Higher	Nothing to Report		
Dedicated Alert Transport	Nothing to Report		
Derived Services	4167	0.0%	15.2
Dedicated Network Access Link	Nothing to Report		

Notes: MA: Missed appointments due to Company reasons
Intervals: Taken Date to Due Date intervals in business days

Provisioning - PB Enhanced

PACIFIC BELL ENHANCED SERVICES FCC CEI / ONA QUARTERLY REPORT Provisioning / Installation Activity Report Period: April - June 2000

Service	Orders	MA	Interval
Business Line	228	4.4%	5.7
PBX	3	0.0%	12.7
CENTREX	8	25.0%	5.5
WATS	Nothing to Report		
Mobile	Nothing to Report		
Feature Group A	Nothing to Report		
Foreign Exchange	Nothing to Report		
Feature Group B	Nothing to Report		
Feature Group D	Nothing to Report		
DID	Nothing to Report		
Packet DDD Access Line	Nothing to Report		
Packet Synchronous Access Line	Nothing to Report		
Packet Asynchronous Access Line	Nothing to Report		
Protection Alarm	Nothing to Report		
Protection Relaying	Nothing to Report		
Control Circuit	Nothing to Report		
Telegraph Grade 75 Baud	Nothing to Report		
Telegraph Grade 150 Baud	Nothing to Report		
Voice Non-Switched Line	Nothing to Report		
Voice Switched Line	Nothing to Report		
Voice Switched Trunk	Nothing to Report		
Voice and Tone - Radio Land Line	Nothing to Report		
Data Low Speed	Nothing to Report		
Basic Data and Voice	Nothing to Report		
Voice and Data - PSN Access Tie Trunk	Nothing to Report		
Voice and Data - SSN Access	Nothing to Report		
Voice and Data - SSN - Intermachine Trunk	Nothing to Report		
Data Extension-Voice Grade Data	Nothing to Report		
Protection Relay Voice Grade	Nothing to Report		
Telephoto and Facsimile	Nothing to Report		
Program Audio 200-3500 HZ	Nothing to Report		
Program Audio 100-5000 HZ	Nothing to Report		
Program Audio 50-8000 HZ	Nothing to Report		
Program Audio 50-15000 HZ	Nothing to Report		
TV Channel-One Way 15kHz Audio	Nothing to Report		
TV Channel-One Way 5kHz Audio	Nothing to Report		
Digital Voice Circuit	Nothing to Report		
Digital Data-2.4kb/s	Nothing to Report		
Digital Data-4.8kb/s	Nothing to Report		
Digital Data-9.6kb/s	Nothing to Report		
Digital Data-56kb/s	Nothing to Report		
1.544 MBPS BSA	17	0.0%	9.9
Dedicated Digital 3.152 MBPS	Nothing to Report		
Dedicated Digital 6.312 MBPS	Nothing to Report		
Dedicated Digital 44.736 MBPS	1	0.0%	41.0
Dedicated Digital 456 MBPS or Higher	Nothing to Report		
Dedicated Alert Transport	Nothing to Report		
Derived Services	Nothing to Report		
Dedicated Network Access Link	Nothing to Report		

Notes: MA: Missed appointments due to Company reasons
Intervals: Taken Date to Due Date intervals in business days

NEVADA BELL ALL CUSTOMER (Less Nevada Bell Enhanced Services)
FCC CEI / ONA QUARTERLY REPORT Provisioning / Installation Activity
Report Period: April - June 2000

Service	Orders	MA	Interval
Business Line	3056	1.2%	2.4
PBX	23	0.0%	5.0
CENTREX	1572	1.7%	3.5
WATS	Nothing to Report		
Mobile	Nothing to Report		
Feature Group A	Nothing to Report		
Foreign Exchange	Nothing to Report		
Feature Group B	Nothing to Report		
Feature Group D	Nothing to Report		
DID	Nothing to Report		
Packet DDD Access Line	Nothing to Report		
Packet Synchronous Access Line	Nothing to Report		
Packet Asynchronous Access Line	Nothing to Report		
Protection Alarm	Nothing to Report		
Protection Relaying	Nothing to Report		
Control Circuit	Nothing to Report		
Telegraph Grade 75 Baud	Nothing to Report		
Telegraph Grade 150 Baud	Nothing to Report		
Voice Non-Switched Line	Nothing to Report		
Voice Switched Line	Nothing to Report		
Voice Switched Trunk	Nothing to Report		
Voice and Tone - Radio Land Line	Nothing to Report		
Data Low Speed	Nothing to Report		
Basic Data and Voice	Nothing to Report		
Voice and Data - PSN Access Tie Trunk	Nothing to Report		
Voice and Data - SSN Access	Nothing to Report		
Voice and Data - SSN - Intermachine Trunk	Nothing to Report		
Data Extension-Voice Grade Data	Nothing to Report		
Protection Relay Voice Grade	Nothing to Report		
Telephoto and Facsimile	Nothing to Report		
Program Audio 200-3500 HZ	Nothing to Report		
Program Audio 100-5000 HZ	Nothing to Report		
Program Audio 50-8000 HZ	Nothing to Report		
Program Audio 50-15000 HZ	Nothing to Report		
TV Channel-One Way 15kHz Audio	Nothing to Report		
TV Channel-One Way 5kHz Audio	Nothing to Report		
Digital Voice Circuit	Nothing to Report		
Digital Data-2.4kb/s	Nothing to Report		
Digital Data-4.8kb/s	Nothing to Report		
Digital Data-9.6kb/s	Nothing to Report		
Digital Data-56kb/s	1	0.0%	5.0
1.544 MBPS BSA	46	6.5%	13.0
Dedicated Digital 3.152 MBPS	Nothing to Report		
Dedicated Digital 6.312 MBPS	Nothing to Report		
Dedicated Digital 44.736 MBPS	Nothing to Report		
Dedicated Digital 456 MBPS or Higher	Nothing to Report		
Dedicated Alert Transport	Nothing to Report		
Derived Services	Nothing to Report		
Dedicated Network Access Link	Nothing to Report		

Notes: MA: Missed appointments due to Company reasons

Intervals: Taken Date to Due Date intervals in business days

NEVADA BELL ENHANCED SERVICES
FCC CEI / ONA QUARTERLY REPORT Provisioning / Installation Activity
Report Period: April - June 2000

Service	Orders	MA	Interval
Business Line	115	4.3%	2.6
PBX		Nothing to Report	
CENTREX	84	3.6%	2.0
WATS		Nothing to Report	
Mobile		Nothing to Report	
Feature Group A		Nothing to Report	
Foreign Exchange		Nothing to Report	
Feature Group B		Nothing to Report	
Feature Group D		Nothing to Report	
DID		Nothing to Report	
Packet DDD Access Line		Nothing to Report	
Packet Synchronous Access Line		Nothing to Report	
Packet Asynchronous Access Line		Nothing to Report	
Protection Alarm		Nothing to Report	
Protection Relaying		Nothing to Report	
Control Circuit		Nothing to Report	
Telegraph Grade 75 Baud		Nothing to Report	
Telegraph Grade 150 Baud		Nothing to Report	
Voice Non-Switched Line		Nothing to Report	
Voice Switched Line		Nothing to Report	
Voice Switched Trunk		Nothing to Report	
Voice and Tone - Radio Land Line		Nothing to Report	
Data Low Speed		Nothing to Report	
Basic Data and Voice		Nothing to Report	
Voice and Data - PSN Access Tie Trunk		Nothing to Report	
Voice and Data - SSN Access		Nothing to Report	
Voice and Data - SSN - Intermachine Trunk		Nothing to Report	
Data Extension-Voice Grade Data		Nothing to Report	
Protection Relay Voice Grade		Nothing to Report	
Telephoto and Facsimile		Nothing to Report	
Program Audio 200-3500 HZ		Nothing to Report	
Program Audio 100-5000 HZ		Nothing to Report	
Program Audio 50-8000 HZ		Nothing to Report	
Program Audio 50-15000 HZ		Nothing to Report	
TV Channel-One Way 15kHz Audio		Nothing to Report	
TV Channel-One Way 5kHz Audio		Nothing to Report	
Digital Voice Circuit		Nothing to Report	
Digital Data-2.4kb/s		Nothing to Report	
Digital Data-4.8kb/s		Nothing to Report	
Digital Data-9.6kb/s		Nothing to Report	
Digital Data-56kb/s		Nothing to Report	
1.544 MBPS BSA		Nothing to Report	
Dedicated Digital 3.152 MBPS		Nothing to Report	
Dedicated Digital 6.312 MBPS		Nothing to Report	
Dedicated Digital 44.736 MBPS		Nothing to Report	
Dedicated Digital 456 MBPS or Higher		Nothing to Report	
Dedicated Alert Transport		Nothing to Report	
Derived Services		Nothing to Report	
Dedicated Network Access Link		Nothing to Report	

Notes: MA: Missed appointments due to Company reasons
Intervals: Taken Date to Due Date intervals in business days

PACIFIC BELL ALL CUSTOMER (Less Pacific Bell Enhanced Services)
FCC CEI / ONA QUARTERLY REPORT Maintenance / Repair
Report Period: April - June 2000

Service	Reports	MA	%MA	Avg-RC
Business Line	98608	13340	0.1	21:15
PBX	8926	2436	0.3	19:30
CENTREX	34895	4018	0.1	13:09
WATS	429	55	0.1	8:59
Mobile	Nothing to report			
Feature Group A	111	40	0.4	13:56
Foreign Exchange	Nothing to report			
Feature Group B	27	6	0.2	10:45
Feature Group D	283	24	0.1	6:21
DID	2	1	0.5	3:04
Packet DD Access Line	2	2	1.0	56:40
Packet Synchronous Access Line	Nothing to report			
Packet Asynchronous Access Line	Nothing to report			
Protection Alarm	1188	175	0.1	6:21
Protection Relaying	14	6	0.4	24:47
Control Circuit	76	42	0.6	22:25
Telegraph Grade 75 Baud	Nothing to report			
Telegraph Grade 150 Baud	Nothing to report			
Voice Non-Switched Line	Nothing to report			
Voice Switched Line	211	44	0.2	5:35
Voice Switched Trunk	52	11	0.2	12:34
Voice and Tone - Radio Land Line	275	138	0.5	18:09
Data Low Speed	46	14	0.3	5:39
Basic Data and Voice	2194	177	0.1	6:33
Voice and Data - PSN Access Tie Trunk	128	24	0.2	5:37
Voice and Data - SSN Access	1	0	0.0	4:08
Voice and Data - SSN - Intermachine Trunk	Nothing to report			
Data Extension - Voice Grade Data	86	16	0.2	8:46
Protection Relay Voice Grade	1	1	1.0	183:25
Telephoto and Facsimile	Nothing to report			
Program Audio 200-3500 HZ	Nothing to report			
Program Audio 100-5000 HZ	9	4	0.4	101:17
Program Audio 50-8000 HZ	18	6	0.3	12:48
Program Audio 50-15000 HZ	29	12	0.4	11:03
TV Channel - One Way 15kHz Audio	Nothing to report			
TV Channel - One Way 5kHz Audio	Nothing to report			
Digital Voice Circuit	Nothing to report			
Digital Data-2.4kb/s	1	1	1.0	20:02
Digital Data-4.8kb/s	13	6	0.5	10:22
Digital Data-9.6kb/s	312	30	0.1	4:53
Digital Data-56kb/s	4240	158	0.0	3:55
1.544 MBPS BSA	27766	4382	0.2	3:54
Dedicated Digital 3.152 MBPS	Nothing to report			
Dedicated Digital 6.312 MBPS	Nothing to report			
Dedicated Digital 44.736 MBPS	1201	318	0.3	3:10
Dedicated Digital 456 MBPS or Higher	1	0	0.0	0:24
Dedicated Alert Transport	Nothing to report			
Derived Services	49	6	0.1	29:11
Dedicated Network Access Link	Nothing to report			

Notes: MA: Missed appointments due to Company reasons

%MA: Missed appointments as a percentage of total number of reports received for the service

Avg-RC: Average "Receipt to Clear" time, in hours and minutes, of trouble reports received for the service

PACIFIC BELL ENHANCED SERVICES PROVIDER
FCC CEI / ONA QUARTERLY REPORT Maintenance / Repair
Report Period: April - June 2000

Service	Reports	MA	%MA	Avg-RC
Business Line	20	5	0.3	47:29
PBX	92	16	0.2	13:45
CENTREX	114	37	0.3	47:11
WATS	1	0	0.0	1:29
Mobile			Nothing to report	
Feature Group A			Nothing to report	
Foreign Exchange			Nothing to report	
Feature Group B			Nothing to report	
Feature Group D			Nothing to report	
DID			Nothing to report	
Packet DD Access Line			Nothing to report	
Packet Synchronous Access Line			Nothing to report	
Packet Asynchronous Access Line			Nothing to report	
Protection Alarm			Nothing to report	
Protection Relaying			Nothing to report	
Control Circuit			Nothing to report	
Telegraph Grade 75 Baud			Nothing to report	
Telegraph Grade 150 Baud			Nothing to report	
Voice Non-Switched Line			Nothing to report	
Voice Switched Line			Nothing to report	
Voice Switched Trunk			Nothing to report	
Voice and Tone - Radio Land Line			Nothing to report	
Data Low Speed			Nothing to report	
Basic Data and Voice			Nothing to report	
Voice and Data - PSN Access Tie Trunk			Nothing to report	
Voice and Data - SSN Access			Nothing to report	
Voice and Data - SSN - Intermachine Trunk			Nothing to report	
Data Extension - Voice Grade Data			Nothing to report	
Protection Relay Voice Grade			Nothing to report	
Telephoto and Facsimile			Nothing to report	
Program Audio 200-3500 HZ			Nothing to report	
Program Audio 100-5000 HZ			Nothing to report	
Program Audio 50-8000 HZ			Nothing to report	
Program Audio 50-15000 HZ			Nothing to report	
TV Channel - One Way 15kHz Audio			Nothing to report	
TV Channel - One Way 5kHz Audio			Nothing to report	
Digital Voice Circuit			Nothing to report	
Digital Data-2.4kb/s			Nothing to report	
Digital Data-4.8kb/s			Nothing to report	
Digital Data-9.6kb/s			Nothing to report	
Digital Data-56kb/s			Nothing to report	
1.544 MBPS BSA	97	9	0.1	3:28
Dedicated Digital 3.152 MBPS			Nothing to report	
Dedicated Digital 6.312 MBPS			Nothing to report	
Dedicated Digital 44.736 MBPS	6	3	0.5	12:00
Dedicated Digital 456 MBPS or Higher			Nothing to report	
Dedicated Alert Transport			Nothing to report	
Derived Services			Nothing to report	
Dedicated Network Access Link			Nothing to report	

Notes: MA: Missed appointments due to Company reasons

%MA: Missed appointments as a percentage of total number of reports received for the service

Avg-RC: Average "Receipt to Clear" time, in hours and minutes, of trouble reports received for the service

NEVADA BELL ALL CUSTOMER (Less Nevada Bell Enhanced Services)
FCC CEI / ONA QUARTERLY REPORT Maintenance / Repair
Report Period: April - June 2000

Service	Reports	MA	%MA	Avg-RC
Business Line	25365	3633	0.1	21:24
PBX	1171	267	0.2	20:24
CENTREX	6050	767	0.1	13:43
WATS	88	14	0.2	10:27
Mobile		Nothing to report		
Feature Group A		Nothing to report		
Foreign Exchange		Nothing to report		
Feature Group B	2	0	0.0	9:01
Feature Group D	54	1	0.0	4:30
DID		Nothing to report		
Packet DD Access Line		Nothing to report		
Packet Synchronous Access Line		Nothing to report		
Packet Asynchronous Access Line		Nothing to report		
Protection Alarm		Nothing to report		
Protection Relaying		Nothing to report		
Control Circuit	1	0	0.0	2:11
Telegraph Grade 75 Baud		Nothing to report		
Telegraph Grade 150 Baud		Nothing to report		
Voice Non-Switched Line		Nothing to report		
Voice Switched Line	1	1	1.0	6:38
Voice Switched Trunk		Nothing to report		
Voice and Tone - Radio Land Line		Nothing to report		
Data Low Speed		Nothing to report		
Basic Data and Voice	8	5	0.6	20:50
Voice and Data - PSN Access Tie Trunk		Nothing to report		
Voice and Data - SSN Access		Nothing to report		
Voice and Data - SSN - Intermachine Trunk		Nothing to report		
Data Extension - Voice Grade Data		Nothing to report		
Protection Relay Voice Grade		Nothing to report		
Telephoto and Facsimile		Nothing to report		
Program Audio 200-3500 HZ		Nothing to report		
Program Audio 100-5000 HZ		Nothing to report		
Program Audio 50-8000 HZ		Nothing to report		
Program Audio 50-15000 HZ		Nothing to report		
TV Channel - One Way 15kHz Audio		Nothing to report		
TV Channel - One Way 5kHz Audio		Nothing to report		
Digital Voice Circuit		Nothing to report		
Digital Data-2.4kb/s		Nothing to report		
Digital Data-4.8kb/s		Nothing to report		
Digital Data-9.6kb/s	1	1	1.0	21:58
Digital Data-56kb/s	9	5	0.6	10:11
1.544 MBPS BSA	11	4	0.4	14:25
Dedicated Digital 3.152 MBPS		Nothing to report		
Dedicated Digital 6.312 MBPS		Nothing to report		
Dedicated Digital 44.736 MBPS		Nothing to report		
Dedicated Digital 456 MBPS or Higher		Nothing to report		
Dedicated Alert Transport		Nothing to report		
Derived Services	6	3	0.5	78:10
Dedicated Network Access Link		Nothing to report		

Notes: MA: Missed appointments due to Company reasons

%MA: Missed appointments as a percentage of total number of reports received for the service

Avg-RC: Average "Receipt to Clear" time, in hours and minutes, of trouble reports received for the service

NEVADA BELL ENHANCED SERVICES PROVIDER
FCC CEI / ONA QUARTERLY REPORT Maintenance / Repair
Report Period: April - June 2000

Service	Reports	MA	%MA	Avg-RC
Business Line		Nothing to report		
PBX		Nothing to report		
CENTREX		Nothing to report		
WATS		Nothing to report		
Mobile		Nothing to report		
Feature Group A		Nothing to report		
Foreign Exchange		Nothing to report		
Feature Group B		Nothing to report		
Feature Group D		Nothing to report		
DID		Nothing to report		
Packet DD Access Line		Nothing to report		
Packet Synchronous Access Line		Nothing to report		
Packet Asynchronous Access Line		Nothing to report		
Protection Alarm		Nothing to report		
Protection Relaying		Nothing to report		
Control Circuit		Nothing to report		
Telegraph Grade 75 Baud		Nothing to report		
Telegraph Grade 150 Baud		Nothing to report		
Voice Non-Switched Line		Nothing to report		
Voice Switched Line		Nothing to report		
Voice Switched Trunk		Nothing to report		
Voice and Tone - Radio Land Line		Nothing to report		
Data Low Speed		Nothing to report		
Basic Data and Voice		Nothing to report		
Voice and Data - PSN Access Tie Trunk		Nothing to report		
Voice and Data - SSN Access		Nothing to report		
Voice and Data - SSN - Intermachine Trunk		Nothing to report		
Data Extension - Voice Grade Data		Nothing to report		
Protection Relay Voice Grade		Nothing to report		
Telephoto and Facsimile		Nothing to report		
Program Audio 200-3500 HZ		Nothing to report		
Program Audio 100-5000 HZ		Nothing to report		
Program Audio 50-8000 HZ		Nothing to report		
Program Audio 50-15000 HZ		Nothing to report		
TV Channel - One Way 15kHz Audio		Nothing to report		
TV Channel - One Way 5kHz Audio		Nothing to report		
Digital Voice Circuit		Nothing to report		
Digital Data-2.4kb/s		Nothing to report		
Digital Data-4.8kb/s		Nothing to report		
Digital Data-9.6kb/s		Nothing to report		
Digital Data-56kb/s		Nothing to report		
1.544 MBPS BSA		Nothing to report		
Dedicated Digital 3.152 MBPS		Nothing to report		
Dedicated Digital 6.312 MBPS		Nothing to report		
Dedicated Digital 44.736 MBPS		Nothing to report		
Dedicated Digital 456 MBPS or Higher		Nothing to report		
Dedicated Alert Transport		Nothing to report		
Derived Services		Nothing to report		
Dedicated Network Access Link		Nothing to report		

Notes: MA: Missed appointments due to Company reasons

 %MA: Missed appointments as a percentage of total number of reports received for the service

 Avg-RC: Average "Receipt to Clear" time, in hours and minutes, of trouble reports received for the service